

## **TransAtlantic-RV Rental Policies & Conditions**

---

---

### **Reservation Deposit/Security**

---

Upon confirmation a \$ 500 reservation deposit is charged with the customer's credit card (Visa or Master Card).

Modification of reservations are subject to a processing fee of \$ 50 per change.

An imprinted \$ 500,- security deposit of the customer's credit card will be made at time of pick up. Upon return all extra charges if any, are balanced against the security deposit. Balance of full rental is to be paid by cash, credit card or traveler's cheques at time of pick-up.

### **Driver Requirements**

---

Drivers 21 years of age or older possessing a valid and identifiable driver's license are qualified to drive.

Prior to rental, a major credit card and references of employment and or a foreign passport are required as identification.

All drivers must be listed on and sign the rental agreement. They will be bound by terms and conditions of the agreement at vehicle pick-up.

An international driver's license for foreign customers is recommended.

### **Customer Orientation**

---

The renter and drivers will be given a thorough explanation of the vehicle and its operation prior to departure as part of the preparation of the vehicle (PREP).

PREP will take approximately 30 minutes to 1 hour.

### **Substitution**

---

We will make every effort to provide the customer with the model requested.

We reserve the right to substitute models of similar or higher grade.

Should a model of lower grade be offered and accepted, liability will be limited to a refund of price differential between the model paid for and the model taken.

### **Generator**

---

As an added customer convenience most motor homes are equipped with generators.

Rental price includes 3 hours use of generator per day at no charge.

However a generator is not necessary for normal vehicle operation and no consideration is warranted for malfunctioning generators.

### **Parking / Traffic Violations**

---

Customers are responsible for reporting and payment of all parking/traffic/toll road violations at rental termination. Non reporting of parking/traffic/toll road violations reaches the rental agreement and may result in an administrative charge of up to \$ 100 in addition to the fines for parking / traffic or toll violations. These fees will be charged against the customer's credit card.

### **Restricted Areas**

---

- Mexico: Traveling into Mexico is not permitted.
- Baja California (Mexico): Traveling to Baja California (Mexico) is permitted with certain vehicles, and must be confirmed in advance with Transatlantic.
- Death Valley: Not allowed between June 15<sup>th</sup> - September 15<sup>th</sup> . If this is not adhered to, Transatlantic has no liability for damages or breakdowns.
- Off-Roads: Logging roads, off road driving and non public roads are not permitted.
- Tunnels: Underground or underwater tunnels are not permitted for motor home or van travel due to restrictions on vehicle heights and propane gas. In addition there is no parking available.
- Alaska, Yukon and North West Territories: Travel to these areas is permitted.
- Delton & Dempster Highways: Delton or Dempster highways and other selected highways are prohibited under all conditions for all vehicles.
- VIP Waivers: Violations of these restrictions void VIP waivers and customers may also be held liable for damages or other expenses relating to use in these restricted areas.

**Customer will be held liable for damages to vehicle, tires, towing charges and other expenses as a result of a breakdown in these restricted areas.**

### **Pets / Smoking**

---

No Pets. Exceptions possible with certain vehicles. Must confirm in advance with an additional deposit for pet.

No Smoking is permitted in any vehicle.

### **Storage**

---

Free storage of luggage at all rental locations is available at the owner's risk. This does not apply to one-way rentals.

### **Early returns, late pick-ups and unused miles**

---

No refunds will be made for early returns, late pick-ups or unused miles.

### **Maintenance while on the road**

---

Customers are responsible to check all fluid levels at each refueling. Refills of all fluids will be reimbursed except for gasoline and propane. Customer must present receipts for reimbursement. Vehicle must be returned clean inside. A cleaning charge will occur if vehicle is returned in unsatisfactory condition. Holding tanks should be emptied if possible or a fee will be assessed. Customer must check tire pressure and condition of tires at each refueling.

Customer will be reimbursed for authorized repair, oil changes, etc. upon presentation of receipt to Transatlantic.

### **Mechanical Breakdown**

In the event the vehicle is in breakdown repair for 12 hours or more, through no fault of the customer, our responsibility to the customer is limited to a refund of daily rate or a portion thereof. Radio, automatic steps, air conditioning, refrigerator, microwave, appliances, cruise control, plumbing and generator malfunctions are not considered a breakdown. No refunds for repair or loss of time will be given to these items. No refunds for breakdowns or towing costs in Death Valley between June 15<sup>th</sup> and September 15<sup>th</sup>. Necessary repairs are refunded. In the event of a breakdown renter must call the Transatlantic Roadside Assistance number located in the rental contract or glove compartment and report the problem. Customer must provide signed and dated receipts for reimbursement. Will be refunded at time of drop-off.

### **Roadside Assistance**

Roadside Assistance available 7 days a week. Customer will receive a toll free number at time of pick-up for all emergency and roadside assistance needs.

### **In Case of an Accident**

Customer must call police and obtain a police report in the case of an accident. Customer must report all accident information in writing with a full police report to Transatlantic immediately. Refer to our roadside assistance toll free phone number to report the accident as soon as possible.

### **Cancellation Policy**

Up to 31 days prior to pick-up 25 % (minimum \$ 250)  
30 – 15 days prior to pick-up 50 % (minimum \$ 500)  
14 – 0 days prior to pick-up 100 % NO REFUND  
No refunds for early return of vehicles.

### **Pick-up and Drop-off Times**

Pick-ups and drop-offs at our locations in Peekskill, New York or Sylmar, California between 9 a.m. and 11 am. and 1 p.m. to 4 p.m. Mo-Fr., Saturday 9 a.m. to 12 p.m.. Special pick-ups and drop-offs may be arranged with the customer. Late drop-offs will be billed at \$25,- per hour, up to 3 hours. An extra day will be charged for drop-offs of 3 hours or more. After Transatlantic business hours, drop-offs without a Transatlantic employee present are not permitted. Customer will be liable for any damage, parking tickets or associated fees. No refunds will be made for early returns.

### **Transfers to/from Hotels and Airports**

New York: Customer must make arrangements for transfer at the time of booking or no later than 3 working days prior pick-up. Pick-up or drop-off fees are \$110 each way from and to the airports. Fees for transfers for customers renting 21 days or more are included in the rental price.

Los Angeles: Customer must board a public shuttle bus from LAX Airport to Van Nuys (San Fernando Valley) bus stop. The trip takes 45 minutes non-stop. Transatlantic shuttle will pick up customers at the Van Nuys bus stop during Transatlantic business hours. Customer must arrange and confirm pick up at Van Nuys bus stop with Transatlantic no later than 3 working days prior to rental pick-up.

### **Liability Insurance**

---

Transatlantic provides Statutory Automobile Liability Insurance against third party claims (other than a passenger) for the protection of the renter or authorized drivers. The above basic Liability Coverage is included in the rental rate. All coverage and waivers are subject to the terms on the rental agreement.

### **Damage to Vehicle / Customer Responsibility**

---

Loss or damage to the rental vehicle, whether or not due to the fault of the customer, the customer's responsibility (including theft and vandalism) is limited to a maximum of \$ 2,500,- per occurrence. There is no limit to the customer if the vehicle has the following damages:

- 1.) Damage caused as a result of use without Transatlantic's permission or consent
- 2.) Damage caused by striking objects overhead or backing up into an object
- 3.) Interior damage
- 4.) Undercarriage damage
- 5.) Damage to tires and wheels
- 6.) Damage due to frozen pipes
- 7.) Damage due to any off highway/ off road travel

### **VIP Insurance**

---

Vacation Interruption Protection (VIP) insurance is available for vans and motor homes . There is a \$500,- deductible per occurrence for accidental damage, theft and vandalism with a required police report.

The customer is responsible up to \$3000 for the following damages:

- 1.) Damage caused as a result of use without Transatlantic permission or consent
- 2.) Damage caused by striking overhead objects
- 3.) Damage caused by backing up vehicle reduced to \$ 500,- per occurrence
- 4.) Interior damage
- 5.) Undercarriage damage including tires and wheels \$ 500,- per occurrence
- 6.) Damage caused by freezing vehicle system
- 7.) All damage caused during any off highway use
- 8.) All glass damages reduced to \$ 500,-

VIP also covers expenses in the event of a mechanical breakdown, requiring the vehicle to be in repair for more than 12 hours. Radio, refrigerator, generator, microwave, air conditioning, appliances, automatic step and cruise control malfunctions are not

considered to be mechanical breakdowns. Incurred expenses of \$ 30,- per person per day for lodging and \$ 30,- per group per day for other transportation is provided. A limit of \$ 3,000,- per tour applies and this plan is not valid in case of an accident. Customer must present all receipts for refund of expenses.

VIP coverage is void if customer fails to file an accident/damage report or if vehicle is used in violation of any of the terms of the rental agreement currently in force.

VIP excludes liability for personal property, non accidental damages and interior damage.